

NORTH TEXAS TOLLWAY AUTHORITY  
Customer Service, Projects, and Operations Committee Meeting Minutes  
December 5, 2024

A public notice of this meeting containing all items was filed in the Office of the Secretary of State as required by Chapter 551 of the Texas Government Code, referred to as "The Open Meetings Act."

Minutes of the Customer Service, Projects, and Operations Committee meeting held at North Texas Tollway Authority, 5900 West Plano Parkway, Plano, Texas, noticed as December 5, 2024 at 10:15 a.m.

1. Call to order and establishment of quorum

Committee Chairman Gravley called the meeting to order at 11:28 a.m. and established a quorum by calling the roll. The following committee members were in attendance:

|                 |                 |
|-----------------|-----------------|
| Lynn Gravley    | Committee Chair |
| Mojoy Haddad    | Member          |
| Andy Wambsganss | Member          |

Chairman Scott Levine, Director Marcus Knight, Director Pete Kamp, Director Tex Quesada, and Director Derek Baker were also in attendance.

NTTA employees attending the Committee meeting were: James Hofmann, CEO/Executive Director; Lorelei Griffith, Secretary; Karen Madison-Ponds, Assistant Secretary; Horatio Porter, CFO/Treasurer; Kelley McGuire, Director of Treasury and Financial Planning/Assistant Treasurer; Elizabeth Mow, Assistant Executive Director of Infrastructure; Jeff Dailey, Assistant Executive Director of Operations; Dena Stroh, General Counsel; Linh Truong, Senior Director of Internal Audit/Enterprise Risk; Arturo Ballesteros, Director of Public Affairs; Corina Johnson, Director of Human Resources; Brian Reich, Controller; Amitis Meshkani, Director of Maintenance; Eric Hemphill, Director of Traffic and Incident Management; John Bannerman, Director of Customer Care; Kevin Banks, Director of Contact Center and Collections; Dan Robicheaux, Director of Information Technology; and Moses Aito, Director of Business Diversity. Also present at the meeting representing NTTA were Tammy Sims, Atkins North America, Inc., Maintenance Management Consultant; Stephanie Halliday, HNTB, Project Management Consultant; Steve Bolden, Locke Lord, bond counsel; and Greg Schaecher, McCall, Parkhurst & Horton, bond counsel.

2. Public comments not related to specific agenda items

There were no public comments.

3. Comments and announcements from the Committee members and Board members

There were no comments.

4. Approval of the minutes from November 2024 Customer Service, Projects, and Operations Committee meeting

Director Wambsganss made a motion to approve the minutes of the November 2024 Customer Service, Projects, and Operations Committee meeting. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously (Res. No. 24-161).

### **ACTION ITEMS**

5. Request to advertise the following:
  - A. Construction services for Dallas North Tollway pavement surface improvements
  - B. Construction services for President George Bush Turnpike shoulder rehabilitation from Midway Road to SH 78
  - C. Construction services for Sam Rayburn Tollway pavement repairs
  - D. Project management services for Advanced Traffic Management system
  - E. Chisholm Trail Parkway mainlane widening from FM 1187 to US 67
    1. Construction
    2. Construction management
    3. Material testing
  - F. Maintenance Management Consultant services

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for Dallas North Tollway pavement surface improvements and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5A. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for President George Bush Turnpike shoulder rehabilitation from Midway Road to SH 78.

Director Wambsganss made a motion for Committee approval of item 5B. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for Sam Rayburn Tollway pavement repairs.

Vice Chair Haddad made a motion for Committee approval of item 5C. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Eric Hemphill, Director of Traffic and Incident Management, and Dan Robicheaux, Director of Information Technology, presented information on the request to advertise for project management services for Advanced Traffic Management system. Mr. Hemphill, Mr. Robicheaux, and Mr. Hofmann responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 5D. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction, construction management, and material testing services for Chisholm Trail Parkway mainlane widening from FM 1187 to US 67 and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of items 5E1, 2, and 3. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented information on the request to advertise for construction services for Maintenance Management Consultant services and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 5F. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

6. Vendor selection for the following:
  - A. Contact center and collections services
    1. Skip tracing
    2. Collections
  - B. Insurance broker services

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the vendor selection for skip tracing and responded to questions from the Committee.

Vice Chair Haddad made a motion for Board approval of item 6A1. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the vendor selection for collections and responded to questions from the Committee.

Vice Chair Haddad made a motion for Board approval of item 6A2. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Committee Chair Gravley called for a break from 12:25 pm to 12:31 pm.

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the vendor selection for insurance broker services and responded to questions from the Committee.

Director Wambsganss made a motion for Board approval of item 6B. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

7. Contract approval for the following:

- A. Construction services for Dallas North Tollway bridge deck rehabilitation
- B. Construction services for Dallas North Tollway pavement joint sealing
- C. Construction services for Sam Rayburn Tollway pavement restriping from Denton Tap Road to Dallas North Tollway
- D. Customer notification and invoicing
- E. Construction services for Dynamic Message Sign project

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Dallas North Tollway bridge deck rehabilitation.

Vice Chair Haddad made a motion for Committee approval of item 7A. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Dallas North Tollway pavement joint sealing.

Director Wambsganss made a motion for Committee approval of item 7B. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the contract for construction services for Sam Rayburn Tollway pavement restriping from Denton Tap Road to Dallas North Tollway.

Vice Chair Haddad made a motion for Committee approval of item 7C. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the contract for customer notification and

invoicing. Mr. Banks, Mr. Robicheaux, and Mr. Hofmann responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 7D. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Eric Hemphill, Director of Traffic and Incident Management, presented staff's recommendation that the Board approve the contract for construction services for Dynamic Message Sign project.

Vice Chair Haddad made a motion for Committee approval of item 7E. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

8. 2025 annual work authorization
  - A. Operations
    1. Back-office system
      - a. Maintenance
      - b. Image review
      - c. System enhancements
    2. TollTag purchase
    3. Collection agencies
  - B. Infrastructure
    1. General Engineering Consultant
    2. Program Management Consultant
    3. Maintenance Management Consultant
    4. Construction Engineering Consultant

Jeff Dailey, Assistant Executive Director of Operations, presented staff's recommendation that the Board approve the 2025 annual work authorizations for back-office system maintenance, image review, and system enhancements. Mr. Dailey and Mr. Hofmann responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 8A1. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the 2025 annual work authorization for TollTag purchase and responded to questions from the Committee.

Vice Chair Haddad made a motion for Committee approval of item 8A2. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Kevin Banks, Director of Contact Center and Collections, presented staff's recommendation that the Board approve the 2025 annual work authorizations for collection agencies.

Vice Chair Haddad made a motion for Committee approval of item 8A3. Director Wambsganss seconded the motion. The Committee approved the motion unanimously.

Elizabeth Mow, Assistant Executive Director of Infrastructure, presented staff's recommendation that the Board approve the 2025 annual work authorizations for General Engineering Consultant, Program Management Consultant, Maintenance Management Consultant, and Construction Engineering Consultant and responded to questions from the Committee.

Director Wambsganss made a motion for Committee approval of item 8B. Vice Chair Haddad seconded the motion. The Committee approved the motion unanimously.

9. Contract extension
  - A. Disaster recovery managed services

This item was presented after executive session.

#### **BRIEFING ITEM**

10. Advanced contact system procurement

Jeff Dailey, Assistant Executive Director of Operations, presented a briefing on advanced contact system procurement and responded to questions from the Committee.

11. EXECUTIVE SESSION – Pursuant to Chapter 551, Subchapter D, Texas Government Code:
  - A. Section 551.071, to receive advice from legal counsel about pending or contemplated litigation and/or settlement offers or other legal matters:
    1. Disaster recovery managed services

Committee Chairman Gravley called the Committee into Executive Session at 1:22 p.m. and reconvened the meeting into open session at 1:48 p.m. No final action, decision, or vote with regard to any matter was taken during the Executive Session.

Vice Chair Haddad left the meeting during Executive Session and Chairman Levine appointed Director Kamp to the Committee.

Director Wambsganss made a motion for Committee approval of item 9. Director Kamp seconded the motion. The Committee approved the motion unanimously.

CSPOC Minutes  
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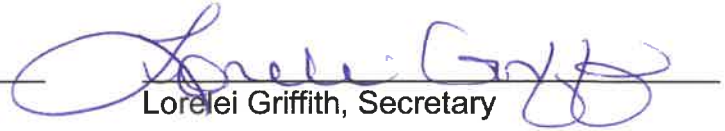
12. Adjourn

The meeting adjourned at 1:50 p.m.



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Lynn Gravley, Committee Chairman,  
Customer Service, Projects, and  
Operations Committee



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Lorelei Griffith, Secretary